

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

August 28, 2006

What's Inside:Enhanced
Diligent Search**M E M O R A N D U M**

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND
CHILDREN'S DIVISION STAFF

FROM: PAULA NEESE, INTERIM DIRECTOR

SUBJECT: ENHANCED DILIGENT SEARCH THROUGH A CONTRACTUAL
AGREEMENT WITH THE DEPARTMENT OF REVENUE

REFERENCE: CHILDREN'S DIVISION

DISCUSSION:

The purpose of this memorandum is to introduce to staff an enhanced diligent search mechanism established through a contractual agreement between the Department of Social Services and the Department of Revenue (DOR). The Children's Division (CD) now has the capability to search in Missouri only for a biological parent, step parent, adoptive parent, legal guardian, or a relative of a child in the custody of the CD whose identity or location is unknown. Designated personnel have been authorized limited inquiry access to DOR's Division of Motor Vehicle (DMV), General Registration (GRS) and Marine electronic systems to complete location searches.

ACCESS:

Pursuant to the Driver's Privacy Protection Act (DPPA) of 1994, 18 U.S.C. SS2721, information accessed through motor vehicle or driver's license records is highly confidential and restricts public disclosure of personal information contained in DMV records. Designated staff shall abide by all federal laws and state statutes, common law and the Code of State Regulations of the State of Missouri relating to the access and use of these systems. Those designated staff shall also maintain all documentation for a minimum of five (5) years, as required by the DPPA, and make them available to the motor vehicle division upon request.

The DMV system can only be accessed for CD business purposes. Access for any other purpose other than what is stated in the terms of the contractual agreement is forbidden and could result in disciplinary action, up to and including suspension, dismissal, and civil or criminal court action. Designated staff are not to disclose confidential driving records to anyone without a business-related need to know.

DESIGNATED PERSONNEL:

The following is a listing of designated staff in each Region who have been trained and have inquiry access to complete a diligent search through Missouri's DMV:

Northern Region

Wendy Austin, Field Support Mgr.
Livingston County Office
601 W. Mohawk, Suite B
Chillicothe, MO 64601
660-646-5770
Wendy.E.Austin@dss.mo.gov

Michael Logsdon, Field Support Mgr.
Fulton Office
106 N. Hospital Dr. 103
Fulton, MO 65251
573-592-4097
Michael.Logsdon@dss.mo.gov

Southern Region

Frances Gould, Field Support Mgr.
Cape Girardeau County Office
220 N. Fountain
Cape Girardeau, MO 63701
573-290-5656
Frances.J.Gould@dss.mo.gov

Rhonda Dlouhy, Field Support Mgr.
Springfield Annex
1721 W. Elfindale, Ste. 205
Springfield, MO 65807
417-895-6591
Rhonda.S.Dlouhy@dss.mo.gov

KC Region

Janice Peterson, Adm. Asst.
Jackson County Office
615 E. 13th St.
Kansas City, MO 64106
816-889-2815
Janice.F.Peterson@dss.mo.gov

Carol Simpson, Office Support Asst.
Jackson County Office
615 E. 13th St. Rm. 407
Kansas City, MO 64106
816-889-2400
Carol.J.Simpson@dss.mo.gov

St. Louis County

Sue Lane, Office Support Assistant
St. Louis County Office
9900 Page Ave.
St. Louis, MO 63132
314-426-8402
Suzanne.Lane@dss.mo.gov

Phoelica McKenzie, SSSIII
St. Louis County Office
4040 Seven Hills Dr.
Florissant, MO 63033
314-877-3056
Phoelica.McKenzie@dss.mo.gov

St. Louis City

Joan Garrison, SSSIII
St. Louis City
4411 N. Newstead Ave.
St. Louis, MO 63115
314-877-2326
Joan.L.Garrison@dss.mo.gov

Allen Duckworth, Unit/Site Manager
St. Louis City/Prince Hall
4411 N. Newstead Ave.
St. Louis, MO 63115
314-877-2311
Allen.K.Duckworth@dss.mo.gov

Donna Larry, Clerical Services Supervisor
St. Louis City/Wainwright
111 N. 7th St.
St. Louis, MO 63101
314-340-7697
Donna.M.Larry@dss.mo.gov

Central Office

The following staff person at Central Office will be utilized as support for field staff when their designated person is unavailable or if technical assistance is necessary:

Belinda Luke, Program Development Specialist
Cindy Wilkinson, Program Manager

All logon issues will need to be directed to the ITSD help desk at 1-800-392-8725 or 573-751-3811 for resolution.

PROTOCOL FOR REQUESTING A SEARCH:

Staff must first proceed with their regular methods of locating an absent parent through the completion of the CS-IV-E Eligibility referral process upon a child entering CD custody. Staff should refer to those steps identified in Section 4, Chapter 4, Attachment A of the Child Welfare manual before requesting designated personnel to begin their enhanced search.

Throughout the life of a case, the identity of an absent parent or relative may be identified whose whereabouts are unknown. Staff may request their designated staff perform a search of the DMV screens to locate those individuals by completing the CD-88 REQUEST FOR LOCATION SERVICES form. (Form and Instructions are attached.) A search will not be performed without the completion of the CD-88. This new form was designed specifically for staff to use as a tool to assist in completing and documenting their reasonable efforts to perform a diligent search to locate absent parents or relatives, as required by the Program Improvement Plan (PIP), Council on Accreditation (COA) and House Bill 1453.

Record searches may be conducted in the DMV, GRS or Marine systems in a variety of ways, such as by:

- Name (last, first)
- Social Security Number (SSN)
- Driver's license number,
- License plate number,
- Vehicle identification number (VIN)

If only a partial name, SSN, or driver's license number exists, the system may still be searched. Once the authorized staff person completes the search, the only information supplied to the worker will be the information provided on the form, and staff should not request other information which may be included in the system as this violates the

contractual agreement. No personal information regarding the individual's driving record will be provided to the worker due to the highly confidential nature of the systems.

NOTIFICATION PROCEDURE

When a search is successful the worker should contact the individual by means of a certified, registered letter. **Due to the confidential nature of a child's case, no identifying information should be provided in the letter.** The letter may state that the individual's name was provided to our agency as a parent or relative to a child in our custody as a possible placement resource. If the individual responds to the letter, the worker should verify their identity (by age/social security number/date of birth, or other identifying information as documented on the [CD-88](#)). Once the individual's identity has been verified, the child's identity can be released. If the individual desires to be considered as a placement resource, staff should proceed by completing a background check on the individual.

DOCUMENTATION

Case managers should document all information in the Assessment and Treatment section of their case files and file the form in the Forms Section. Pursuant to RSMo 210.127, the following has been added to [Section 4, Chapter 7](#) "the division is to provide a search progress at each court hearing until the parent is either identified and located or the court excuses further search." This policy also applies to relative searches.

NECESSARY ACTION:

1. Review this memorandum with all Children's Division staff.
2. Review revised Child Welfare Manual chapters as indicated below.
3. All questions should be cleared through normal supervisory channels and directed to:

PDS CONTACT:

Belinda K. Luke, PDS
573-751-8615
Belinda.K.Luke@dss.mo.gov

PROGRAM MANAGER:

Cindy R. Wilkinson
573-751-3171
Cindy.R.Wilkinson@dss.mo.gov

CHILD WELFARE MANUAL REVISIONS:

[Section 4 Chapter 4 Attachment A](#)
[Section 4 Chapter 7](#)
[Section 4 Chapter 8](#)
[Section 4 Chapter 12](#)
[Section 5 Chapter 2](#)
[Section 7 Glossary/Reference](#)
[Table of Contents](#)

FORMS AND INSTRUCTIONS:

[CD-88](#) Request for Location Services Form
[CD-88](#) Request for Location Services Form Instructions

REFERENCE DOCUMENTS and RESOURCES:

Public Law 103-322 Driver's Privacy Protection Act (DPPA)

Public Law 106-69 Amended DPPA

RELATED STATUTE:

[Section 210.117](#)

[Section 210.127](#)

[Section 210.482](#)

[Section 210.565](#)

[Section 211.452](#)

ADMINISTRATIVE RULE:

NA

COUNCIL ON ACCREDITATION (COA) STANDARDS:

S21.1.04

S21.3.05

PROGRAM IMPROVEMENT PLAN (PIP):

P1.6.2 Improve diligent search for relatives/missing parents.

P2.16.1 Improve diligent search for non-custodial parent.

SACWIS REQUIREMENTS:

Form and Instructions provided to SACWIS

PN/BL